



Source for the Force

2004

Customer Support Representative Conference





Defense Logistics Information Service

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Defense Logistics Information Service

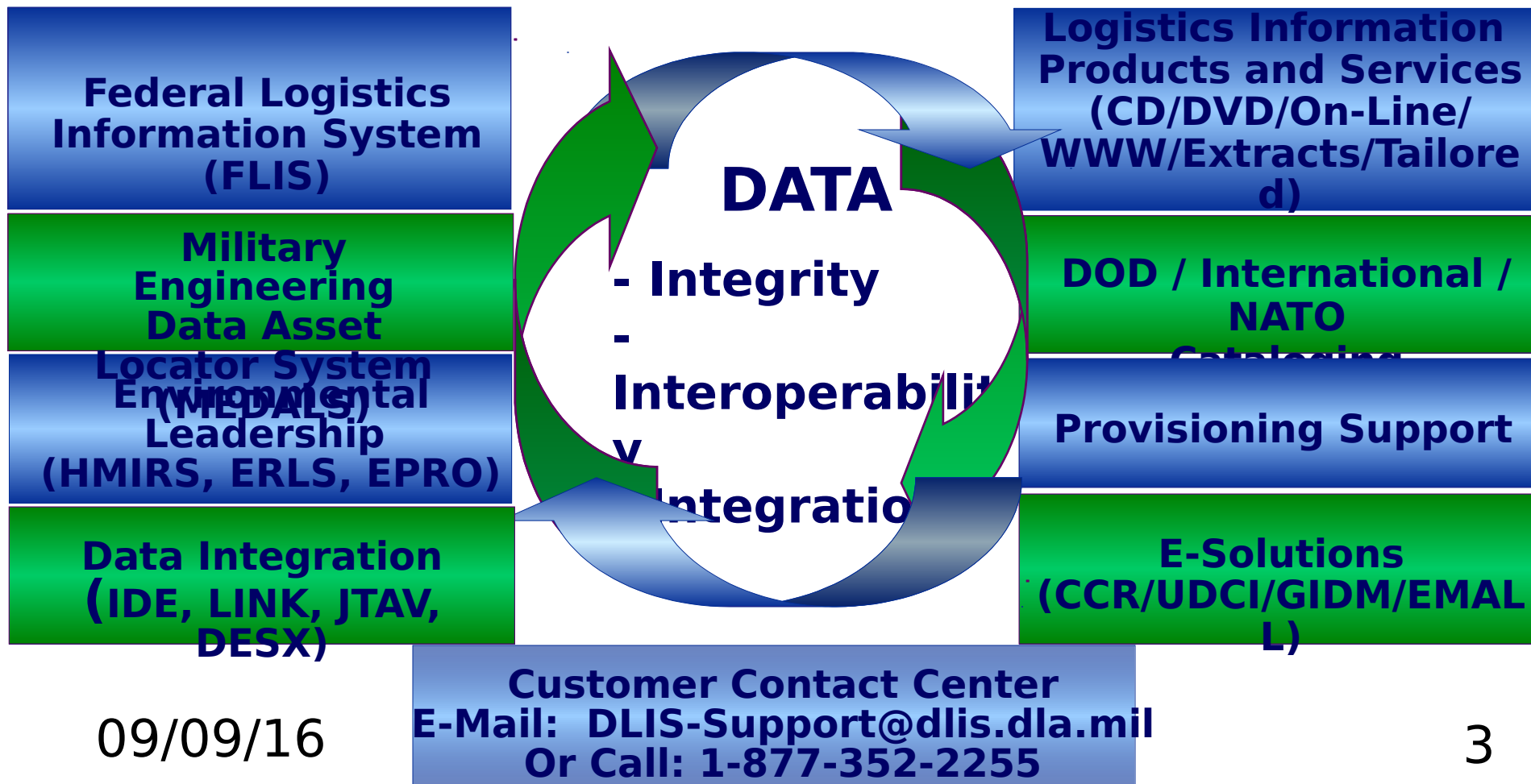
Customer Support Toll Free: 1-877-352-2255





DLIS MISSION

To provide interoperable, integrated, quality logistics data and enterprise IT solutions for joint warfighters, the Military Services, the Defense Department, other Federal agencies and international partners in order to optimize the effectiveness and efficiency of the DOD Supply Chain



09/09/16



CURRENT ORGANIZATION

Personnel
1,167

Military

4

NAF
2

Contractor
172

AFGE UNION

COMMANDER

DEPUTY

**EQUAL
EMPLOYMENT
OPPORTUNITY
OFFICE**

**OFFICE OF
INTERNAL REVIEW**

**COMMAND
SUPPORT OFFICE**

CATALOGING

**LOGISTICS
INFORMATION
MANAGEMENT**

**CUSTOMER
PRODUCTS
AND SERVICES**

**LOGISTICS
INITIATIVES**

DLIS-E

**PLANNING
AND
RESOURCE
MANAGEMENT**

**TECHNOLOGY
MANAGEMENT**

**ENTERPRISE
SYSTEMS**

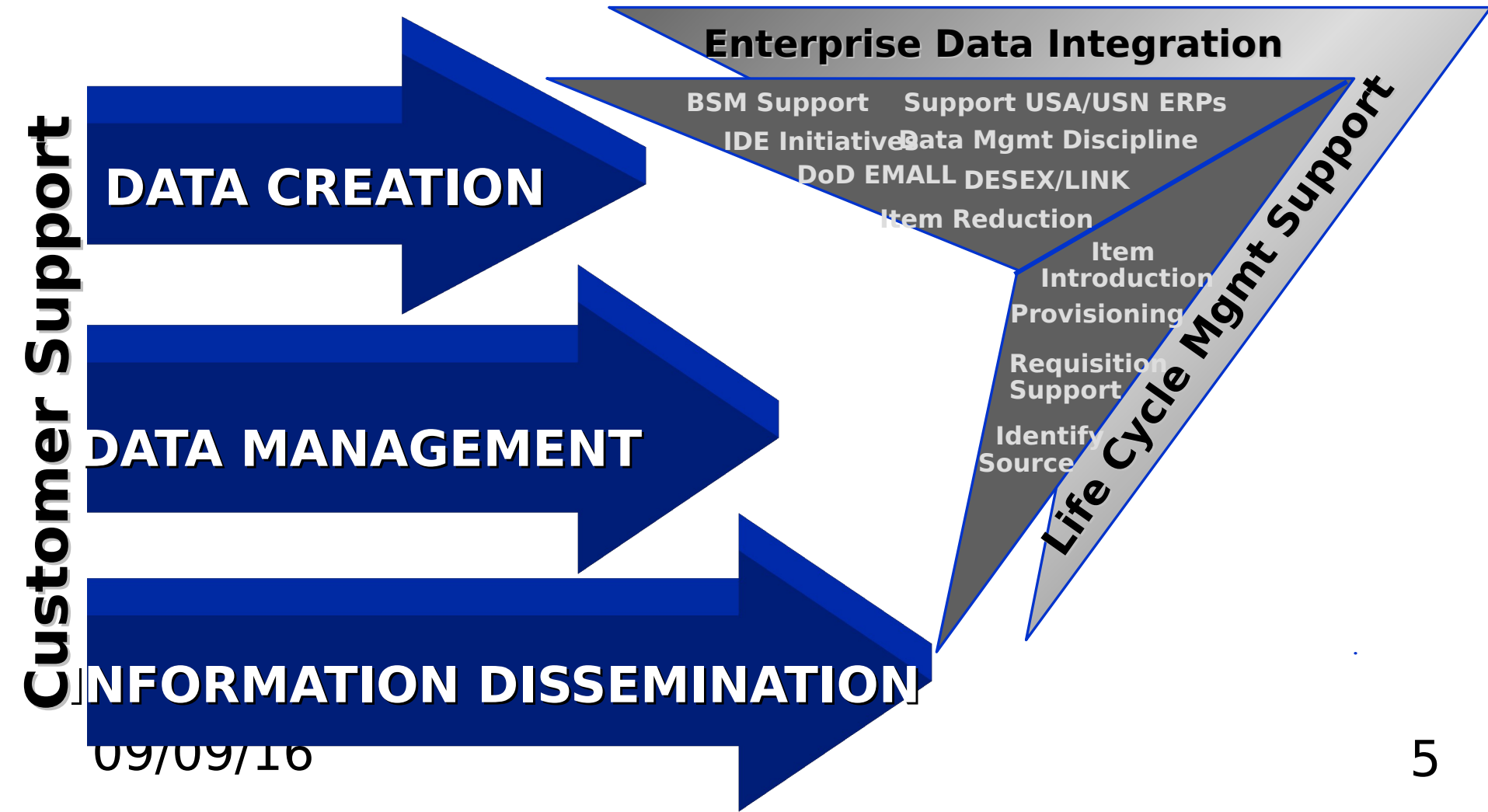
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.. Moving Information, Not Iron ..Supply Class XI

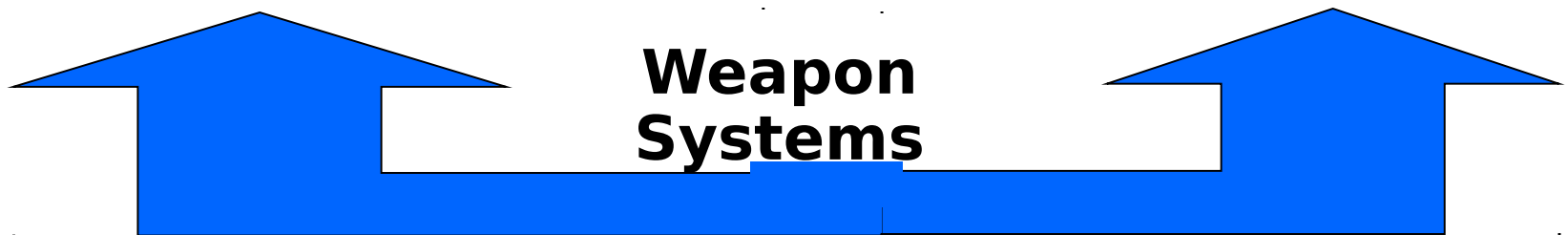
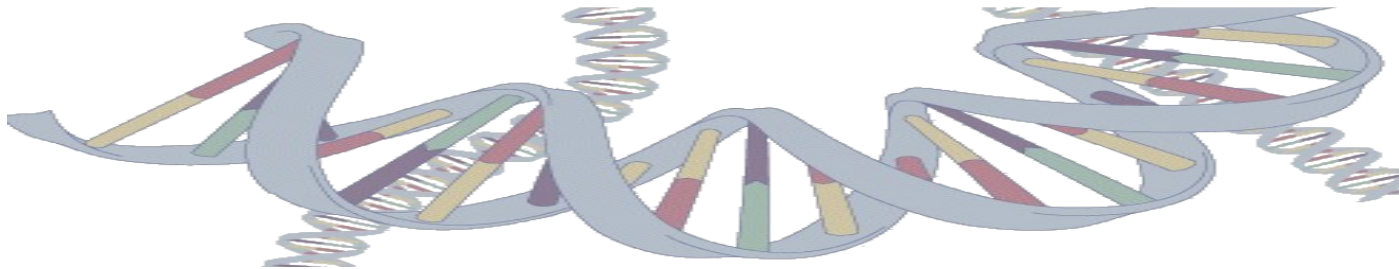


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DOD SUPPLY CHAIN

Identification → Procurement → Distribution → Sustainment → Disposal



**Weapon
Systems**

09/09/16 . . . ***Data is the DNA***



ELECTRONIC COMMERCE CODE MANAGEMENT ASSOCIATION (ECCMA)

- Partnering on the ECCMA Open Technical Dictionary (eOTD)
- The eOTD is designed to support a global Inventory Item Identification Number ...“A Commercial Stock Number”
- Growing interest in DOD/eOTD Standards ...ISO, General Motors and others



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A PRODUCT PORTFOLIO

“General Purpose” Products - Multimedia



Virtual Rep



World Wide Web



FED LOG

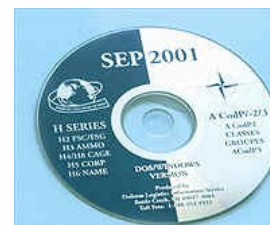


**Automated
Phone
Interface**

Products That Meet Special Needs

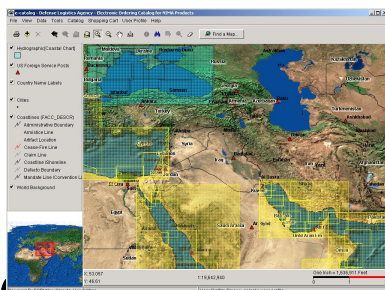


**Special Supply
Chain
Medical**



ACodP

**International
Logistics**



**Specialized items
Maps**



**Tailored Data
Products
High volume,
special format**

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WebFLIS

JACK BOX - Microsoft Internet Explorer provided by DLIS



Note: This is a representative picture only, of this item.

Close

WEB FLIS
Federal Logistics Information System

Web FLIS Home Main Menu Help Logout

WebFLIS NIIN Output Data
Search again?



NSN Number 5935014946775
Item Name JACK BOX
User ID LSC1864
Date of query 3/17/2004 12:54:33 PM

Note: This is a representative picture only, of this item.

Identification Data

FIIG	ING	CRITL CD	II	RPDMRC	DMIL	NIIN-ASGMT	PMIC	ADPEC	ESD EMI	HMIC	HCC
A17600	16136	X	4	6	A	2002051	A	0	A	P	

Moore Rule Data

MOE RL	AMC	AMSC	NIMSC	EFF-DT	IMG	IMCA	SUPP COLLAR	SUPP RECEIVERS	AAC	DSOR
A196	S	H		2002032	Z	CL		CL		

Management Data

EFF-DT	MOE	AAC	SOS	III	ULPRICE	QUP	CIIC	SL	REP	MGT-CTL	USC
2003274	DA	Z	S9E	EA	\$571.95	1	U	0	Z	Q2200X	A
2003274	DS	Z	S9E	EA	\$571.95	1	U	0			I

Standardization Data

RELATED NSN	ISC	ORG	STDZEN DEC	DT STDZN DEC	NIIN STAT CODE
6		TX		2002055	0

Reference/Part Number Data

REF/PN	CAGE	RNCC	RNVC	DAC	RNAAC	RNFC	RNSC	RNJC	SADC	HCC	MSDS
24503-3	33476	5	9	E	ZZ			B			
LM24503-3	33476	3	2	E	ZZ						

- Representational photographs of items in WebFLIS
- All segments/views of FLIS data except characteristics now available
- Characteristics data available by Dec 04
- Management data and photos on Public Site by Dec 04
- Website address is:
<http://www.dlis.dla.mil/WebFlis/>

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UDR Medical Data on the Web

The screenshot displays the UDR Web interface within a Microsoft Internet Explorer browser. The page title is "DLIS | UDR Web | Results - Microsoft Internet Explorer provided by DLIS". The address bar shows the URL: <http://btis-webcon01.udr/web/fmResults.aspx?ImageName=dd100931.gif&Images=dd100931>. The page features a navigation menu on the left with links: "UDR Web Links", "UDR Web Home", "UDR Home", and "Log Off". The main content area displays "Summary Search Results" with a link to "Print Form (Click Here to Print)". Below the search results, there are two images of medical bottles. The bottom section shows a table with search results.

	Item Description	SOS	NSN	Price	Packaging of U/P	UM Price	UM	Manufacturer
DEI	THIOPENTAL SODIUM FOR INJECTION USP 5GM BOTTLE 25 PER BOX	S9M	6505010035343	431.37	25EA	17.2548	EA	ABBOTT LABORATORIES INC. DIV HOSPITAL PRODUCTS DIVISION

- Phase 1 implemented Aug03
- Supports DRID 54
- Includes:
 - ◆ pharm & med/surg searches by keyword, part number, NSN, National Drug Code (NDC), Universal Product Number (UPN)
 - ◆ summary, equivalent and detail logistics information & images
 - ◆ prime vendor pricing
 - ◆ access and register at <https://www.dlis.dla.mil/udr>
- 248 registered users to date
- Phase 2 - add remaining CD-ROM functionality (e.g. service assemblage data, DBPAs, service downloads) - implement FY05



MEDALS

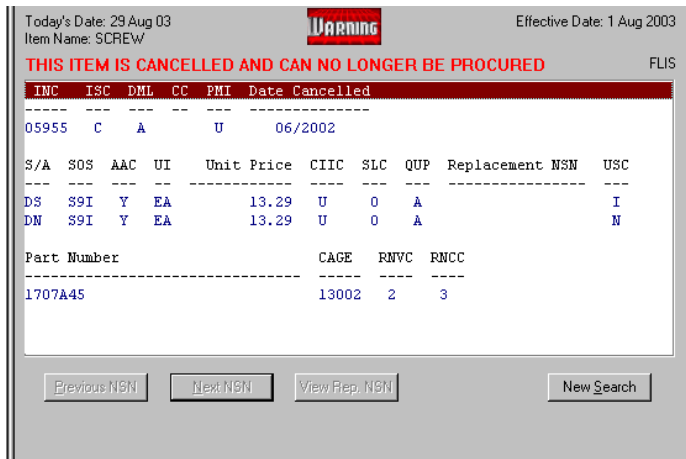
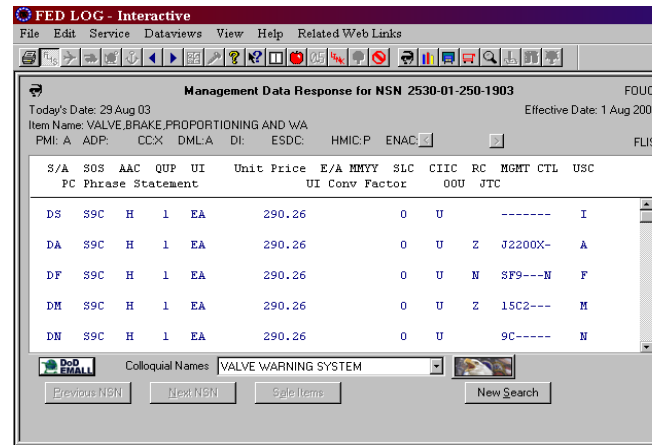
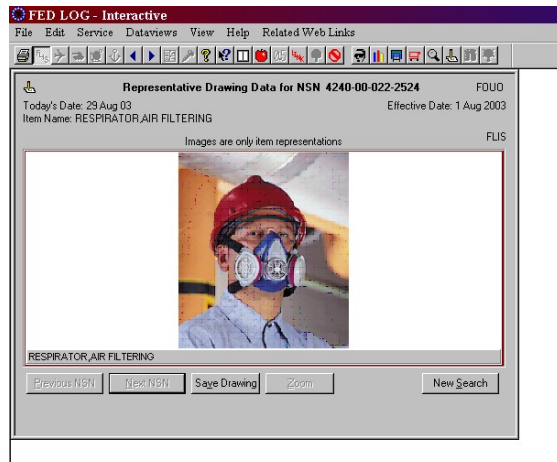
- **DoD Central Index of engineering data repositories, responsible for over 36.8 million assets maintained by the DOD repositories. Data Sharing between MEDALS AND FEDLOG identify over 600,000 NSNs associated with engineering data**
- **Hyperlinks within MEDALS transports the customer to the WEB repositories to obtain engineering data**
- **MEDALS link added to the Air Force Portal, Army Portal, and the Navy's Distance Support Portal as a research tool**
- **Assumed stewardship of MIL-HDBK-331, MEDALS now maintains the Directory of DOD Engineering Data Repositories**



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FED LOG ENHANCEMENTS



- Convert to CD 1-5
- New Links
 - ◆ HMIRS
 - ◆ DESX
- Historical Data
- IATO to Operate on NMCI and NMCI SIPRnet
- New Photos (9000+)

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ENVIRONMENTAL PROGRAMS

- Hazardous Material Information Resource System (HMIRS)
- Environmental Reporting Logistics System (ERLS)
- Environmentally Preferable Products (EPP)

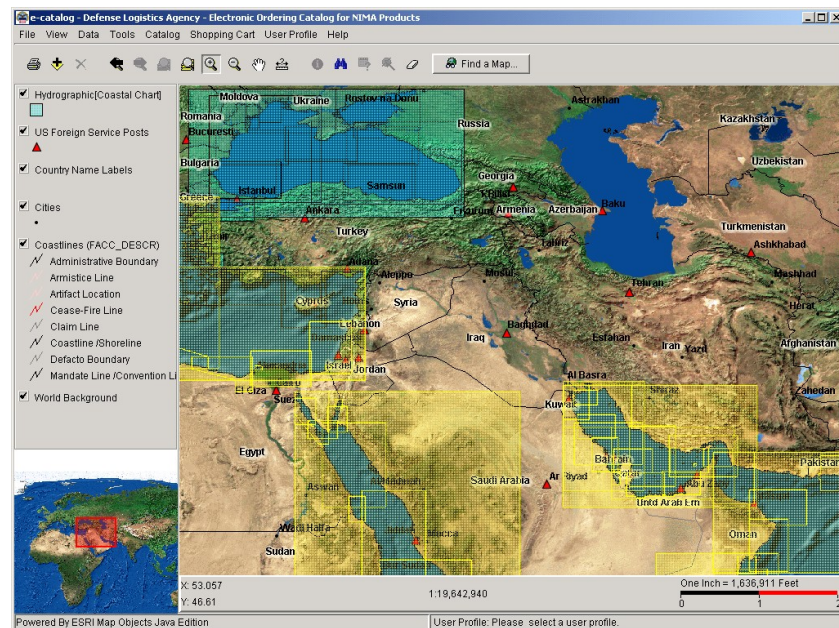




DLA MAP CATALOG

- Simplifies map identification and ordering
- 11,000 catalogs to 8,600 military customers
- 1,500 classified catalogs to 1,000 military customers
- Used in support of Operation IRAQI FREEDOM (OIF)
- User Conference August 2004
- Online development

NGA
DLIS
DESCR





TAILORED DATA PRODUCTS



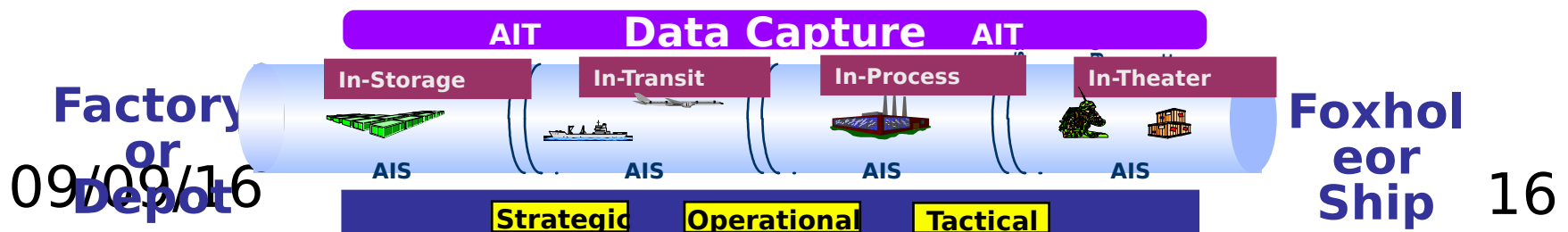
- Specially built information solutions - not "Off the Shelf"
- Data presented in any combination and many formats.
- Data presented in any combination and many formats



JOINT TOTAL ASSET VISIBILITY (JTAV)

- JTAV provides warfighters visibility of assets available from wholesale or in-theatre sources and in-transit assets
- Customers can check stock availability, the status of requisitions and movement status of materiel and personnel on the Web
- Users can build both specific and routine queries and reports
- JTAV pulls data from DOD data sources to support end-users and supplies data to other systems such as GCSS

Asset Pipeline



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DOD EMALL CONTINUES TO GROW



- FY03 sales exploded to \$233M
- FY04 sales to date \$142M
- MOU signed with DHS
- Navy Facilities Command rolling out new DOD EMALL Service Contracts
- AFMC Mandated DOD EMALL as a source May 04
- Initial BSM/DLA integration by Jul 04
- CLS/PBL sales continue to grow
- FMS/DOD EMALL Pilot Fall 04
- OSD Acquisition Domain Certification



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ERP SUPPORT

- DLA BSM
 - ◆ 6 “Road Warriors” in Washington, D.C.
 - ◆ BSM R2.0 Go-Live Aug. 2
 - ◆ BSM Master Item List Website in Production
- Army LMP
 - ◆ Attended Material Master Tiger Team
 - ◆ Next Go-Live February 2005 – Aviation and Missile Command (AMCOM)
- Navy ERP convergence
 - ◆ Blueprinting for MM&D processes



DATA QUALITY

- Enhance BSM Data Integrity
 - ◆ DLA team approach
 - Prioritize and perform quality reviews
 - Established business rules
 - Establish timeframes for completion
 - Establish “data quality challenge”
 - Correct deficiencies
 - Track and report to HQ DLA
 - ◆ Customers will judge BSM effectiveness on quality of data



DEMIL CODING MANAGEMENT OFFICE

■ Mission: Ensure accuracy of DEMIL codes

■ Metrics

- ◆ New NSNs – 5 days
- ◆ Challenges – 10 days
- ◆ Special Projects – 24 hour notification

■ Accomplishments

- ◆ Implemented FLIS mainframe DEMIL automation application
- ◆ 2.1 Million NSNs reviewed
- ◆ DOD DEMIL PM QA audit = 99%+ accuracy
- ◆ Memorandums of Agreement

■ Future Enhancements

- ◆ History Table – record of DEMIL/CIIC assignment and changes
- ◆ Batch Capability - provide inputs to on-line cataloging process
- ◆ Web-based communication tools (DEMIL on Web)

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FULL-UP ROUND SUPPORT

- Access Control & Subscriptions
- Sustaining Support:
 - ◆ Battle Creek Customer Contact Center
 - ◆ Virtual Representative
 - ◆ OCONUS DLIS Representatives
- Customer Research and Surveys
- Training

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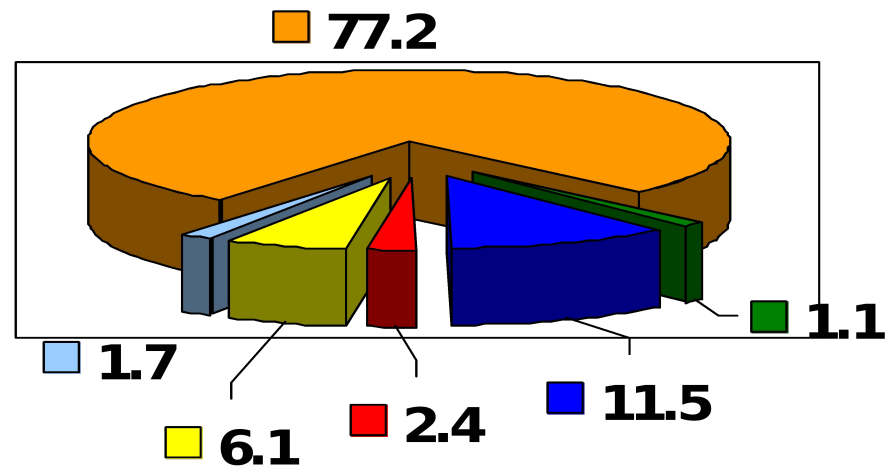




SUBSCRIPTION PROGRAM

FY 04 Customers - 464,463 Subscribers

Distribution



Navy	Army
Marine Corps	Air Force
DoD Agencies	Other



Battle Creek Customer Contact Center

1-877-DLA-CALL

BCCCC handles DLIS, DRMS, DAPS, CCR, EMALL, DIBBS, and supply and transportation overflow calls

DDC/DSCR/DSCC handle EMALL, supply and transportation calls

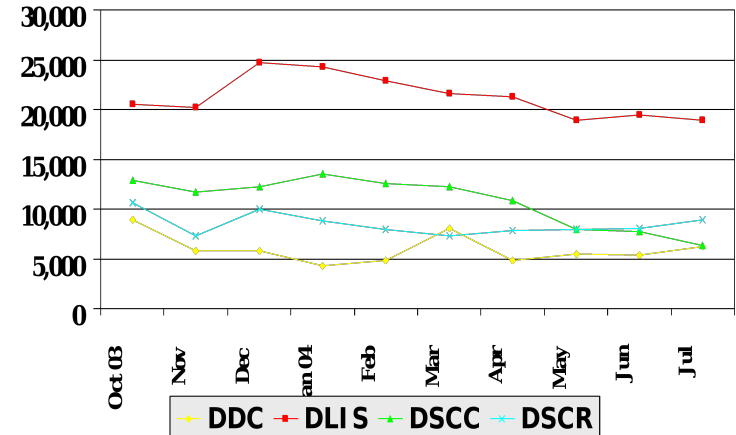
DLA VCC Enterprise Metrics

2.2% Abandoned Rate > 10 seconds

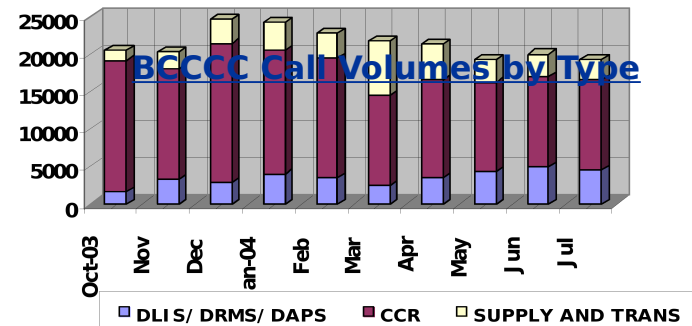
20 seconds average speed to answer

86.9 % Total Calls Answered < 30 Seconds

FY04 Site Call Volumes



BCCCC Call Volumes by Type

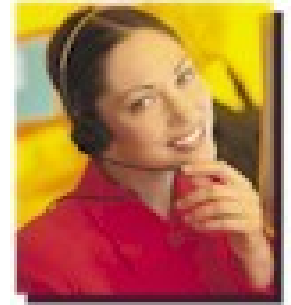


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WEB SERVICES

- Virtual Representative (vRep)
 - ◆ Knowledge Management
 - ◆ 165,547 answers on 6,776 topics
- Section 508 Compliance
- Host DLA J-3 Logistics Operations Web Site
 - ◆ A-76, Logistics Exchange, My Log Ops
 - ◆ Customer, Vendor and General Information





CUSTOMER RESEARCH & SURVEYS

- **Overall satisfaction with DLIS products cycle 16 (85.7%), FY03 (85.5%)**
- **Analytical support for 2003 Climate/Culture Survey Results**
- **Survey support for comprehensive DLIS customer surveys**



TRAINING

■ Stand Up Instruction

- ◆ 6,896 Students as of July
 - 40% In House
 - 60% At Customer Site

■ Electronic

- ◆ Computer-Based Training
 - 28,950 CDs sent out as of July 31
- ◆ Web-Based Training
 - LINK - HMIRS - CDUC - iGIRDER - I & S
 - ILI - JEDMICS - WebLink International
- ◆ Satellite Broadcast
 - 155 Students - 3 Classes





SUPPORT TO SERVICE SCHOOLS

- Insert DLA into DOD Logistics Training Schools
 - ◆ Partnership with Defense Acquisition University
 - ◆ Defense Institute of Security Assistance Management (DISAM)
 - ◆ Army Quartermaster Center and School
 - ◆ Army Ordnance Center and School
 - ◆ Army National Guard Training Center
 - ◆ Marine Corps' Combat Service Support School
 - ◆ Navy Supply Corps School
 - ◆ Navy Technical Training Center
 - ◆ Air Force Institute of Technology (AFIT)
 - ◆ Air Force Logistics School



DLA CORPORATE SUPPORT

- DLIS support to the DLA Customer Support Representatives (CSRs)
 - ◆ Laptops (125), cell phones (67) and wireless modems (60)
 - ◆ CSR Collaboration Room on the DLA eWorkPlace



OCONUS

Representatives

- DLIS Reps in Europe (Cindy Gremban) and Pacific (Cyndy Kira)
- Job 1: Direct support the CSRs
- Job 2: Indirect support to CSRs
 - ◆ Training and Briefing warfighter
 - ◆ Supplying products
 - ◆ Advisory and consultative services



DLA CORPORATE SUPPORT

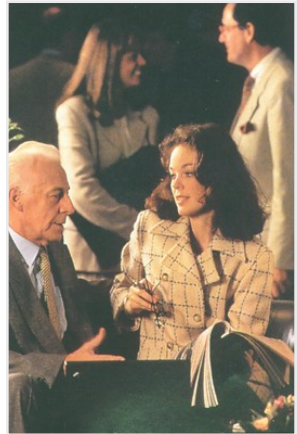
■ IT Support to CSRs This Week

- ◆ Norton Anti-virus update
- ◆ Windows critical updates
- ◆ DOD EMAIL load
- ◆ CAC card load (HW and Active Gold sw)
- ◆ DLIS VPN load
- ◆ Air card load (assure modem network dialing sw is loaded)
- ◆ SMS load (remote client support) (added)
- ◆ DTS load (added)
- ◆ HW repair as time permits
- ◆ Global Address List for DLA (Flat File)



FULL-UP ROUND SUPPORT

**Customer
Relationship
Management**



**DLA Customer Service
Representative
Support**



**Battle Creek
Virtual
Contact
Center**

Surveys

**Trainin
g**



**Account
Manageme
nt**

**Conference
Events
Speaking
Opportunities**



Takeaway

Data interoperability, data integration, and data integrity are as important as the materiel and movement itself...

... the DNA of Logistics and the Supply Chain (Supply XI)

“QUESTIONS”